

## Vacancy Announcement

<b>Announcement #</b>	438-09081	<b>Position</b>	Supervisory Medical Support Assistant		
<b>PayPlan</b>	GS	<b>Series</b>	0679		
<b>TargetGrade</b>	7	<b>Target PD</b>		<b>Pay Range</b>	\$38,117-\$49,553
<b>Dev Grade</b>	6	<b>Dev PD</b>		<b>Dev Pay Range</b>	\$34,300-\$44,589
<b>1st Dev Grade</b>		<b>1st Dev PD</b>		<b>1st Dev Pay Range</b>	
<b>Opens</b>	04/29/09	<b>Closes</b>	05/19/09	<b>Openings</b>	1
<b>Tour of Duty, etc</b>	Monday - Friday; Administrative hours				
<b>Special Comments</b>					
<b>Service</b>	Primary & Specialty Medicine Service Line				
<b>Section</b>	Outpatient Medicine				
<b>Area/Consideration</b>	VAMC Sioux Falls employees only				
<b>Duty Site</b>	Sioux Falls, SD				
<b>Major Duties</b>	<p>Incumbent serves as a Supervisory Medical Support Assistant in Primary Care. The incumbent is responsible for planning, organizing, monitoring, and supervising all aspects of primary care and specialty medicine scheduling. The incumbent directly supervises the Primary Care Clerks and Patient Services Assistants assigned to Primary Care. The incumbent is responsible for planning, organizing, monitoring, and supervising all aspects of primary care and specialty medicine scheduling. The incumbent approves all personnel absences of subordinates. Initiates position and personnel actions when required. Receives and resolves complaints which do not require evaluation. He/She takes appropriate disciplinary action when necessary. Identifies training and developmental needs of employees, and makes provisions for training as required. Exercises position management responsibilities, assuring that subordinates, job descriptions are current and accurate and that subordinate positions are designed and structured to facilitate optimum efficiency, effectiveness, and economy IAW the Department of Veteran Affairs and organizational policies. The incumbent complies with policies</p>				

in such areas as labor management relations, equal opportunity, grievances, etc. He/She recommends performance awards and bonuses. The incumbent assures daily, that the appointment center is appropriately staffed and oversees the assignment of the float clerks to clinics needing assistance. The incumbent compiles computer output reports and performs basic analysis of the same for managerial use within the organization. He/She establishes and maintains a close working relationship with clinic chiefs in order to coordinate clinic policies and all appointment type procedures. He/She attends routine staff meetings to interface patient appointment administrative support requirements with patient care requirements provided by clinics. The incumbent assists the PCMM program manager with the maintenance of current physician and clinic schedules, profiles; establishes and implements the master schedule for the VISTA appointment system. The incumbent resolves complaints involving appointment personnel, gathering information, reviewing and analyzing all relevant information, and personally intervening with clinics to eliminate problems. In addition to position cross training and in-services, technical instruction is given for all reports originating in the section. The incumbent is designated as a representative of the Medical Center Director for Primary Care medical services and has the responsibility to explain benefits and legislation and answer questions from veterans, their families, and Congressional representatives. Most of these contacts are unsupervised and require thorough knowledge and good communication skills for clear explanations of policies and regulations. He/She assists and participates in resident and nurse's orientation meetings, maintaining a close liaison with Case Managers, and Patient Care Coordinators to foster good relationships.

**Time In Grade**

GS-6: Applicants must possess one (1) year of specialized experience equivalent to the GS-5 level to qualify for the GS-6 level. GS-7: Applicants must possess one (1) year of specialized experience equivalent to the GS-6 level to qualify for the GS-7 level.

**Qualifications**

Specialized Experience: Experience which is directly related to the position to be filled and which has equipped the candidate with the particular knowledge, skills and abilities to successfully perform the duties of the position. Such experience may have been gained in such positions as program support clerk and medical clerk.

**Rating Factors**

KSAO #1: Ability to supervise other employees.

KSAO #2: Skill in oral communication.

KSAO #3: Ability to organize and plan activities of an office.

KSAO #4: Ability to meet and work with individuals at different organizational levels.

**Application Process** CURRENT MEDICAL CENTER EMPLOYEES: Requests for consideration can be completed (1) on VA Form 5-4078, "Application for Promotion or Reassignment", available in Human Resources Management Service. The application request should include a resume and the rating factors/KSAOs indicating their knowledge, skill, ability, and other characteristics.

Application packages are to be submitted to and received in the Human Resources Office no later than 05/19/2009. Please contact Coleen Wright, HR Specialist at ext. 6429 if you have additional questions.

PROMOTION POTENTIAL: The applicant selected at the lower grade level will be promoted to the next higher grade level without further merit promotion procedures provided legal and regulatory requirements are met and upon recommendation of the supervisor.

EQUAL EMPLOYMENT: All applicants will receive consideration without discrimination for such reasons as race, color, religion, national origin, sex, lawful political affiliation, marital status, non-disqualifying physical or mental handicap, age, or membership or non-membership in a labor organization.

This agency provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation for any part of the application and/or hiring process, please notify the agency. A decision for granting reasonable accommodation will be on a case-by-case basis.

SECURITY: Appointments in the Federal Government are subject to a criminal background investigation.

CONDITION OF EMPLOYMENT: Direct Deposit/Electronic Funds Transfer (DD/EFT) has been established for new civilian employees and employees competitively selected for promotions and reassignments. Employees meeting this definition must enroll in DD/EFT or request a waiver of enrollment. Information will be provided when the job offer is made and during in-processing.